

a1 *dyk*

1. (Amended) A method for eliminating an unnecessary dispatch of a service technician when a service order that includes any necessary facilities assignments indicates a dispatch is required, comprising:
determining whether the service order meets a set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch;
if the service order meets the set of predefined criteria, then
determining whether the dispatch is unnecessary; and
if the dispatch is unnecessary, then canceling a dispatch associated with the service order.

a2

3. (Amended) The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:
determining whether the service order includes an override code requiring dispatch of a service technician regardless of a dispatch determination by a work management center.

4. (Amended) The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:
determining whether the service order is related to a second pending service order.

a3

9. (Amended) The method of Claim 1, wherein determining whether the dispatch is unnecessary comprises:
in response to receiving a query based upon selected ones of the predefined criteria, searching a database of pending service orders that indicate a dispatch is required to locate service orders that meet the selected predefined criteria;
and
providing the service orders that meet the selected predefined criteria.

11. (Amended) A system for eliminating unnecessary dispatches, comprising:

a service order control system for receiving service requests from a source and for generating a service order that includes any necessary facilities assignments;

a work management center for receiving the service order from the service order control system and for determining whether the service order requires a dispatch; and

a trap service order system for monitoring the service order generated by the service order control system and for determining whether the service order requires a dispatch, and if so, determining whether the dispatch is unnecessary by comparing a service order type and information in a selected field of the service order with a set of predefined criteria that indicate the service order is likely to cause an unnecessary dispatch.

17. (Amended) A method for eliminating a dispatch of a service technician specified by a service order that includes any necessary facilities assignments which is unnecessary, comprising:

determining whether the service order meets a set of predefined criteria that indicate a likelihood of an unnecessary dispatch by examining selected sections of the service order;

if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and

if the dispatch is unnecessary, then eliminating the dispatch by correcting the service order and canceling a dispatch order for the dispatch.

20. (Amended) The method of Claim 17, wherein correcting the corrected service order comprises updating a database associated with a service order control system.